

Raleigh-Wake Co. 9-1-1 Center
General Statistics
September 2010

Personnel Information

<u>Position</u>	<u>Auth</u>	<u>Vacant</u>	<u>Position</u>	<u>Auth</u>	<u>Vacant</u>
Administration			Operations		
Director	1	0	Shift Supervisors	10	0
Deputy Director	2	0	EMD Supervisor	1	0
Technical Staff	11	1	Telecommunicators	60	06
Training Staff	4	0	Call Takers	<u>11</u>	<u>2</u>
CALEA Manager	1	0	Operations Totals	82	08
Staff Support	<u>1</u>	<u>0</u>			
Admin Totals	20	1	Center Totals	102	09

Operations Statistics

Telephone	Aug '10	Sept '10
Incoming 9-1-1 calls	42,820	42,264
Incoming 7-digit calls	25,099	24,083
Total incoming phone calls received this month	67,919	66,347
Total incoming phone calls received year to date		592,841
Daily average 9-1-1 calls received	1,381	1,409
Number of Wireless 9-1-1 calls received this month	29,722	29,499
Number of Language Line calls received this month	490	513
Number of Outgoing calls this month	21,740	21,187

Dispatch

Law agencies this month	27,352	26,322
Fire agencies this month	5,186	5,166
EMS agencies this month	6,689	6,647
Total public safety dispatches this month	39,209	38,135
Total public safety dispatches year to date		337,444
Daily average public safety dispatches	1,265	1,271
Total non-public safety dispatches this month	943	858

Feedbacks (updated quarterly)

Total Feedbacks received this quarter	20
Total Feedbacks received year to date	53

Feedback types	Quarter	Year
Commendations	04	15
Complaints	11	21
Valid	08	12
Not valid	03	09
Inquiries	05	16

Feedbacks received by shift

Day Shift (0630 – 1830)	14	43
Night Shift (1830 – 0630)	06	10

Feedbacks received by Crews (quarter / year)

A Crew	04 / 15	B Crew	02 / 06	C Crew	10 / 15
D Crew	02 / 04	E Crew	01 / 08	Other	01 / 04

